



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

January 2, 2024

Annette Moore, Executive Director, opened the meeting by thanking everyone for attending. She said she would begin with the open PMI's.

Status of open PMI's:

- Tree thinning and removal of broken limbs. *{Update –this was completed in December.}*
- The sidewalks by the back entrance near the gazebo needs repair. *{Update – the sidewalk area simply needed leveling and this was completed by Maintenance staff.}*
- The sprinklers are not working in certain areas. *{Update – Annette reported that since all sprinklers are turned off for the season, this will be marked as completed and removed from the list.}*
- Complaints about the ponds. *{Update – Sussex Tree completed their inspection and recommended against thinning out any of the growth for cosmetic reasons as the growth is keeping the banks in their intended shape. If IL residents want the area to look nicer, Sussex submitted a quote of a minimum of \$30,000 to replant the area with “prettier” plants. Annette turned this back to the IL residents for discussion and said if the consensus is that they want “prettier” plants, then they need to discuss this with the Finance Committee so that Annette could add funds to next year’s budget. Annette will wait to hear from the Finance Committee as to what the IL residents decide.}*
- Complaint about the white street sign at Gils Neck Road. *{Update –this is completed.}*
- Complaint about the aerators in the pond. *{Update – Annette and Bud had been waiting for samples from the contractor. It turns out that they do not provide samples and told Bud that he would need to pick out what size and then they would provide a price. Bud and Annette have not yet had a chance to shop in any catalogs.}*

- Complaint about several chairs in the Chart room with broken wheels. *{Update – New wheels have been ordered and installed. This is complete.}*

Annette:

Annette stated that some residents had expressed concerns regarding the Covid and RSV vaccination clinics. IL residents either had to wait or were turned away. Annette explained that the clinics were run by an outside pharmacy. This pharmacy only sent one technician and one pharmacist, so a brief wait was unavoidable. The reason that some residents were turned away was because the pharmacy had received the sign up list of IL residents and, without our knowledge, had run the names through insurance to pre-authorize the vaccine. The cost of the vaccine was between \$115 and \$128 for the Covid and between \$280 to \$295 for the RSV. Due to the cost, the pharmacy only brought enough vaccines for those who had been approved by their insurance. There was no reason given for any of the denials of coverage made by Medicare Advantage plans. Some of the denials received by residents with Medicare coverage was likely because some of the names on the pharmacy list were not legal names, and that name did not match the Medicare name when the pre-authorization process was performed. In the future, Annette stressed that anytime IL residents are asked to complete any kind of paperwork for a medically related purpose, they use their legal name.

Annette further reported that excessive bills from Delaware Co-op are being received. The Moorings pay the heating bills for IL residents who live in cottages and are not fee for service. For the period of November 15 to December 15, the average bill was for 1700 kilowatts and totaled between \$190 and \$215. Five cottages received bills for 3600 to 3700 kilowatts, for a total of between \$250 and \$400. Annette sent Don Rolph out to look at these cottages and found that these residents were running their HV/AC units in emergency mode. This means that heat is running through the air conditioning system, which is not only costing an exorbitant amount of money but is also straining the HV/AC unit and wearing it out more quickly. If a resident does not know how to work the unit or has any trouble seeing the controls on the HV/AC unit, they should call concierge and maintenance staff will be sent out. The maintenance staff will happily flip the system over or will show the cottage resident how to work the unit.

New PMI's:

- *The curtain over the storage area outside the auditorium looks tacky.* Annette agrees and notes that this was included in the plans for renovation. In the meantime, she will speak with the contractor about framing out a door.
- *We need more drivers.* Annette agrees with this and noted that there is an opening for a full-time driver. Resident Services is currently interviewing for this

position and is looking at whether it makes sense to hire one full-time or two part-time employees for more flexibility.

- *Update on notification of Executor of Estate or permission to enter premises upon death.* Annette says that 91 communications have been received and the files have been updated.
- *An IL resident sees harm in completing the Spirit Award form because they might miss mentioning an employee or it could cause divisiveness.* Annette said that the resident who submitted this comment gave several examples of several employees who were doing their job and doing it well. Annette is appreciative of the comments and has asked Lauri Weeks to make copies of the comment cards and give them to the employees mentioned. Annette said the intent of the Spirit Award is to recognize outstanding performance above and beyond the scope of an employee's regular job and who is seen as really making a difference in the lives of the residents. She has also asked Lauri to send out reminders about the intent of the Spirit Award. She said no award was given in the month of December.
- *An IL resident would like to be notified when a resident goes to the hospital or is moved to a different level of care.* Annette is referring this request to TMALRA and believes this is a discussion for TMALRA and the process must be maintained within TMALRA. Annette cautions that there are residents who firmly decline to share any private health information to The Moorings. There are times when an ambulance transports a resident to Beebe and when The Moorings Director of Admissions follows up and asks the hospital for information and to see if the resident needs anything, she is told the resident does not wish to disclose any information. There are too many questions about how The Moorings would administer such a policy. For instance, who would call and to whom. Does the concierge call the Wellness Committee, the TMALRA president and when? Should they call at 2am when the ambulance pulls out? And who checks to ensure that the resident in the ambulance isn't one of the residents who does not wish their information to be shared. IL residents are not in a healthcare setting but are asking for health information to be shared. Annette feels strongly that this is something that the IL residents need to discuss amongst themselves and if action is to be taken, then it should be the residents who would be responsible for whatever action may be taken.
- *There were a number of e-mails about the increase in the dining fees, particularly the \$1 container fee.* Annette said that some of the e-mails demanded that Springpoint senior management and Morrison staff come to explain the increase. Annette said this was not necessary as the increase is a subset of the business within Bistro and Chart. Over the nearly five years that Annette has been the Administrator, there has not been an increase in the cost of meals. The rate

increase in dining is minimal. In the past, Annette has refused to change the cost of the meals because of covid, the number of quality issues and the change to Morrison Dining. Many of the quality issues have arisen from the fact that the cooks have to start cooking dinner over an hour early so it will be ready for the 35 to 40 residents to pick up their dinner in a brown bag on a table in the Bistro. In 2020 and 2021, Annette applied for a grant through the CARES Act and Annette allocated over \$80,000 to pay for the paper products and containers. In 2022, The Moorings paid over \$55,702 to pay for the paper products to be able to continue the pick-up practice that the IL residents would not give up. From 2020 to 2022, the cost of food increased by 13%. From 2022-2023, the cost increased 2.9% and in 2024 it is projected to increase by 3.5%. Delaware is ranked 10th in the nation for food inflation at a rate of 13.5% (average restaurant spending over two weeks by one person at the same place with the same meal.)

The total budget for dining is \$2 million, with approximately \$1.5 million allocated to IL, \$500,000 to AL and \$500,000 to Healthcare. AL and Healthcare residents get three meals per day and a snack and have no option for takeout. They are served on dinnerware in their room or the dining room. Their monthly fees are much higher than those in IL, in the range of \$450 per day. They also do not get an additional \$150 monthly allocation towards meals or Market that can be rolled over.

We know that we are spending, at a minimum, \$1.20 on a large clamshell container. Residents who insist on takeout receive their meals packaged with a large clamshell, and a brown bag, container for soup/salad, container for dessert, utensils, and napkin. The new charge is \$1 if you get a large clamshell; there is no charge for the rest of the packaging items. Annette said she will be getting rid of the paper bags to save funds.

This change was not taken lightly, but it is what we need to do for IL residents who want the additional alternative. It is necessary to recoup some of the money that is being spent for dining in IL.

Jane Lord, C43, commented that handing out the menus every week might encourage the practice of take-out.

Fran Tobin, C21, mentioned that the menu listing on Community Apps did not always match what was served. She said if it was accurate, then residents could use the app and paper could be discontinued. Don Smith said that he was working with Lisa Larsen on a project to improve the accuracy of the menu information being reported on Community

Apps. Pam Barnette added that the four week menu cycles were being shared with Lisa. She said if there was a last minute change, she was not sure that Lisa would know that.

Peg Partlow, A105, admitted that she has enjoyed being spoiled during covid and appreciates and understands the fact that IL residents continued to be spoiled. She said she did not understand the cost of materials. She wondered if the communication had been different, perhaps IL residents would have been more understanding of the increase. Annette thanked her for the comment. She said she often wonders how much detail to include when presenting a change. She said peoples' appreciation of detail varies greatly.

Mildred Wiedmann, C27, asked why reservations were needed to eat in the Chart Room. Annette answered that it was for staffing patterns so that there was a good idea of how many residents were expected. She said you do not need a reservation to eat dinner in the Bistro.

Karen Kerstetter:

Karen reported that the budget of 126 for 2023 has been increased to 127, or 96% occupancy for 2024. Given that The Moorings is currently at 129 and 98% occupied, she is not concerned.

During 2023, there were thirteen (13) move-ins and thirteen (13) move-outs. They received nine (9) additional names for the waiting list in December. The waiting list is up to 62 people, 37 for apartments and 25 for cottages. There were no move-ins for December, but there are nine (9) planned for the first quarter of 2024.

Karen reported that there is a change planned for the upcoming Marketing events. She said that Marketing does not have a chance to get know anyone during the big events with 40 people. They are changing their approach to hosting a smaller group in the Welcome Room. The Welcome Room can seat sixteen (16) people at four (4) tables. As a result of the limited number of seats, Marketing Ambassadors will no longer be invited.

Lastly, Karen wanted to mention the Resident Referral Rewards Program. She said that if a current IL resident refers someone who moves into IL, then the referring resident would receive a credit worth one month service fee on their account. The eligibility criteria are that the prospective resident be someone who is not already in the Marketing database, and they must move in and stay for at least 60 days.

Bud Hirschmann:

Bud reiterated that the trees have been removed and replacement trees will be planted in the spring. He said he had sent an e-mail to Brightview about the few cottages whose bushes still needed trimming. He has not received an answer yet. The fall mulching was cancelled since it costs \$25,000 and is not necessary given that there is mulching in the spring. He has received a schedule from Brightview for 2024 that is more detailed and gives the number of cuts and when mulching is scheduled to occur.

Bud reported that staff is currently painting AL and new carpeting will be installed in late January. He is also working with a contractor on the AL Shower room to change out the tub to a shower unit. This work should start mid-January, before the carpeting is installed.

Bud reported that the dryer vents have all been cleaned, his staff is preparing for snow, and he is interviewing for a security position.

Jim McMullen, A237, said that some of the drains are clogged up and he hopes they are cleared before any snow. Bud replied that was part of the snow preparation process.

Fran Tobin, C21, asked if the outside of the cottages will be painted. Bud answered that he has been getting quotes. Some of the cottages will be painted as part of the renovation process. For example, if cottage 21 was being renovated and was attached to cottage 22, then both would be painted when the construction was complete.

Don Smith, A107, asked if trees outside the apartments would be trimmed. Bud answered that they should be and he will refer the question to Brightview.

Tammy Abele:

Tammy reported that her staff had been hit hard by covid. Despite the absences, all the Christmas cleanings were completed. She said that the schedule is tight and she asked that all IL residents be ready when their unit is scheduled to be cleaned because it is difficult to reschedule.

Tammy further reported that her staff is completing the biannual cleaning. She said that four (4) residents had called and cancelled their biannual because they thought it was too close to the holiday. She will try and reschedule them soon so that they are not skipped.

Jean Woolley, C31, asked if her unit is scheduled and the staff is out sick, who would let her know. Tammy replied that she would reach out to the resident. She added that if Tammy is canceling, then the cleaning would certainly be rescheduled.

Joan Hayes, C37, said that she has an ant problem and the exterminator has not come the last two Mondays. Tammy pointed out that the last two Mondays were holidays, but she will check and let Joan know when the exterminator is scheduled to visit.

Pam Barnette:

Pam said she was listening to the earlier discussion and the container charge and the difficulties with dinner pick-ups. She reminded residents that prior to Covid, there was no procedure for pick-ups. Pam proposed that we delete the pick-up process and go back to the way it was before Covid. Residents who do not eat in Chart, come to the Bistro during dinner hours and order food to eat in the Bistro and receive it on glass with no servers, or they take it to-go. If they elect to-go, then they will have a container charge of \$1 for the large clamshell. Pam suggested we try this during the spring and summer to see how it goes.

Pam said she is looking for part-time wait staff for the 4pm to 8pm shift.

Annette thanked everyone for attending.

Jennifer Silvestri, Recorder
1/2/2024